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(6630)

we energies

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Hand Delivered

May 1, 2003

Ms. Lynda L. Dorr
Secretary to the Commission
Public Service Commission of Wisconsin
P. O. Box 7854
Madison, WI 53707-7854

Dear Ms. Dorr:

We Energies Annual Reliability Report

Chapter PSC 113.0604 of the Wisconsin Administrative Code requires that electric utilities with 100,000 or more customers annually file with the commission a report summarizing various measures of reliability for the preceding year. Wisconsin Electric Power Company and Wisconsin Gas Company, collectively doing business as We Energies (hereinafter "the Company") herewith submit information responsive to the requirements contained in PSC 113.0604 as well as PSC 1130612.

Satisfaction of Related Reporting Requirements

The information supplied here also partially fulfills the requirements of a plan to monitor electric, gas, and steam service quality levels and trends that was developed by the Company in response to PSCW Dockets 9401-YO-100 and 9402-YO-101, Order Point 14, and that was filed with the commission in a letter to Robert Norcross dated October 26, 2000. The information provided herewith is responsive to items 1 through 9 of the "Electric System Service Quality Reporting" portion of that plan. By separate agreement between the Company and commission staff, item 10, results of customer satisfaction surveys (also required by PSC 113.0609), was filed January 22, 2003. Subsequent filings in accordance with PSC 113.0609 will also occur in January of each year. No additional electric system data will be supplied in response to Order Point 14. The 2002 customer satisfaction survey for the gas customers only is included with the gas reports in this filing.

Much of the information currently required by PSC 113.0604 had been previously required in accordance with the Orders in PSCW Dockets 6630-UR-110 and 6630-UR-106 including, but not limited to:

- 6630-UR-110 ordered monthly reporting of daily performance statistics for Customer Call Centers. Reporting of monthly summary data is now required by PSC 113.0604(3)(c).
- 6630-UR-110 ordered annual reporting of Distribution System Reliability Indices. Reporting of this data is now required by PSC 113.0604(2)(a).

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- 6630-UR-106, Order Point 16, and the order in 6630-UR-110 require annual reporting of Distribution Line Miles Rebuilt and Miles of Distribution Line in Service. This data is now required by PSC 113.0604(3)(a) and (b).
- 6630-UR-110, Order Point 98, requires annual reporting of tree trimming work progress and budget. This data is now required by PSC 113.0604(3)(f) and (g).

The Company believes that the information required in PSC 113.0604 meets or exceeds the intent of service quality issues ordered in 6630-UR-110 and 6630-UR-106 and it is therefore appropriate for staff to grant the Company relief from these duplicative reporting requirements by closing out the Order Points cited above.

Responses to PSC 113.0604

PSC 113.0604(2)(a). Provided as Attachment A. (Also responsive to 113.0605(1)).

PSC 113.0604(2)(b) and (c). Provided as Attachment B.

PSC 113.0604(2)(d). Provided as Attachment C.

PSC 113.0604(2)(e). Provided as Attachment D.

PSC 113.0604(2)(f). Provided as Attachment E.

PSC 113.0604(3)(a). Provided as Attachment F.

PSC 113.0604(3)(b). Provided as Attachment G.

PSC 113.0604(3)(c). Provided as Attachment H. (includes gas data)

PSC 113.0604(3)(d). Provided as Attachment I.

PSC 113.0604(3)(e). Provided as Attachment J. (includes gas data)

PSC 113.0604(3)(f). Total annual tree trimming budget and actual. For year 2002, the annual tree trimming budget was $22,702,833 and the actual expenses were $22,359,981.

PSC 113.0604(3)(g). Total annual projected and actual miles of distribution line tree trimmed. For year 2002 the annual projected miles of distribution line trimmed was 3,837 and the actual miles trimmed was 3,182.

PSC 113.0612. Provided as Attachment K. (includes gas data)

Steam System Service Quality

The following steam service interruption data is provided in response to the aforementioned plan submitted by the Company in compliance with 9401-YO-100 and 9402-YO-101, Order Point 14.

Forced and Unplanned Outages with Less Than 24 Hours Notice.

There were no service interruptions in calendar year 2002 that were forced or unplanned directly related to steam send out from Valley Power Plant or the result of operating and maintenance activities in the field.

There was a service interruption that occurred on September 23, 2002 that was cause by a 30" City of Milwaukee water main break. A total of 5 customers were without steam service for 36 hours and two of the 5 customers experienced an extended service outage of 2 additional weeks while repairs were being made to damaged steam facilities.

There were no steam service interruptions in calendar year 2002 that were forced or unplanned for the steam system at the Milwaukee County Grounds in Wauwatosa.

Gas System Service Quality Reporting. Wisconsin Electric Gas Operations ("WEGO") and Wisconsin Gas Company ("WGC") both currently report some service quality data to the PSCW in accordance with chapter PSC 134, federal DOT requirements, and various rate order points. In place of the Productivity-based Alternative Ratemaking Mechanism ("PARM") reporting requirements we have included the service quality reporting requirements in Attachment L. The Gas System Service Quality Data will, for the time being, continue to be reported as it has in the past, individually for WEGO and WGC. These reports meet the requirement if Order Point 14 in 9401-YO-100 and 9402-YO-101. The "Gas Distribution System" and "Gas Transmission and Gathering Systems" reports for each company, filed annually with the Office of Pipeline Safety, were provided to the Commission in letters dated March 19, 2003.

Attachment M is the WEPCO and WGC transactions reported as required in order point 7 of the order in 05-AG-100 (12-5-02 order).

If you have any questions regarding the information provided in this report, please call Debbie Tschudy at 608-283-3007.

Sincerely,

Roman A. Draba (DT)

Roman A. Draba
Vice President – State Regulatory Affairs

cc: Mr. Scot Cullen
Mr. Dan Sage

Attachments

We Energies RELIABILITY INDICES
PER PSC 113.0604 (2a)

PSC 113.0604 (2a): "An overall assessment of the reliability performance including the aggregate SAIFI, SAIDI, and CAIDI indices by system and each operating area, as applicable."

The attached information is derived from the database of all of We Energies' service territory for 2002 and includes:

- System Performance
- Operating Area Performance

Note: The Iron Range Operating Area includes circuits that are partially or wholly within the upper peninsula of Michigan.

Background on We Energies' Data Collection Efforts

The tool used to aggregate electric distribution outage information is called the CADOPS* Outage Reporting System (CORS). Outage information is manually entered in CORS. CORS will receive partially automated outage data entry when CADOPS is fully deployed throughout We Energies service territory. In 2003, the implementation of CADOPS 2002 upgrade will be completed, and the forms needed for CADOPS – CORS integration will be created. The target for the release of updated CORS system is January 1, 2004. In the past year, ongoing efforts to programmatically prevent erroneous entries into CORS has continued. When total CADOPS deployment is complete and is integrated with CORS, it will result in higher levels of data accuracy and integrity. This in turn will impact the reliability indices used to measure system performance.

The total system performance is based on a "snapshot" in time , this occurred in January 2003 for the 2002 data. An extensive investigation and comparison of the number of customers per circuit was conducted from various database sources from January through March 2003. The effort to update the number of customers per circuit will provide a more accurate representation of the reliability performance in this report and other reports that rely on customer counts, especially those that require performance by circuit. These updated customer numbers were used in reporting of 2002 reliability performance.

*Computer Aided Distribution OPeration System

We Energies RELIABILITY INDICES

PER PSC 113.0604 (2a)

YEAR 2002	OPERATING AREA			SYSTEM TOTAL
	Southeastern WI	Fox Valley	Iron Range	
SAIFI	0.60	0.82	1.38	0.65
SAIDI	84	113	673*	108
CAIDI	140	138	487*	165

*At 7:00 PM, September 30, 2002 a storm hit the Iron Range Area which included one F-1 tornado. Dickinson County was declared a disaster area by local authorities. Iron Range outages that occurred after 7:00 PM and before Midnight that day are considered part of that event. During the event 11,245 customers were interrupted resulting in 14,569,895 customer minutes of interruption.

We Energies ANNUAL RELIABILITY REPORT-
CIRCUIT PERFORMANCE
PER PSC 113.0604 (2b) and (2c)

PSC 113.0604 (2b): "A list of the worst-performing circuits based on SAIFI, SAIDI, and CAIDI indexes, for the calendar year. This section of the report shall describe the actions that the utility has taken or will take to remedy the conditions responsible for each listed circuit's unacceptable performance. The action(s) taken or planned should be briefly described. Target dates for corrective action(s) shall be included in the report. When the utility determines that actions on its part are unwarranted, its report shall provide adequate justification for such a conclusion."

PSC 113.0604 (2c): "Utilities that use or prefer alternative criteria for measuring individual circuit performance to those described in s. PSC 113.0603 and which are required by this section to submit an annual report of reliability data, shall submit their alternative listing of circuits along with the criteria used to rank circuit performance."

We Energies collects outage data and uses SAIFI, SAIDI, and CAIDI to assess circuit performance, however a number of different criteria are utilized to develop a list and rank worst performing distribution circuits. These criteria include SAIFI, SAIDI, customer concerns, and internal feedback and recommendations from Operating, Customer Service, and Area personnel. These criteria are calculated on a fourth quarter through third quarter basis rather than a calendar year basis, in order to allow We Energies personnel to perform field patrols, analysis and a substantial number of field improvements prior to the start of a given year's storm season.

In order to focus improvement efforts on the portions the distribution system that will result in the most benefit to customers, localized outages affecting less than 100 kVA of load, outages to single utilization transformers affecting fewer than 10 customers, and secondary system and service drop outages are removed from the data set through the use of a filter prior to calculating reliability indices. In addition, outages due to the loss of the transmission voltage level supply, substation transformers, or substation bus sections are also eliminated from the data set. These criteria were used to develop the worst performing circuit list for section 113.0604 (2b). In addition, in some years, major events occur that significantly affect the distribution system and can inappropriately bias the list of worst performing circuits if not taken into consideration. For this reason, the duration of the outages (which would unduly bias SAIDI) associated with a tornado that affected the Iron Range region and included outages affecting that region from 7 PM to Midnight on September 30, 2002 were removed from the outage database prior to creating the worst performing circuit list reported in section 113.0604 (2b).

We Energies Y2002 Worst Performing Circuits

Attachment B

Per PSC 113.0604 (2b) and (2c)

**Reliability Indices are based on filtered data form 10/01 through 9/02*

*** Circuit included because it feeds substations that are impacted by the circuit's outages*

Circuit	Operating Area	Substation	SAIFI*	SAIDI*	CAIDI*	Completion Target Date	Corrective Action
1054	SEW	Harbor	2.24	209	94	Q2 2003	Add fuses, relcosers, and wildlife protection.
1062	SEW	Harbor	1.00	831	831	Completed (Q4 2002)	Replaced defective transformer bank
1681	SEW	Racine	3.00	176	59	Completed (Q1 2003)	Add lightning arresters. Trim trees entire feeder.
1755	SEW	Walnut	2.06	139	68	Completed (Q1 2003)	Add fuses.
2695	SEW	Germantown	3.95	303	77	Q2 2003	Spot trim trees.
2697	SEW	Germantown	2.02	334	166	Completed (Q1 2003)	Add lightning arresters. Replair/replace hardware.
3473	SEW	Granville	2.93	318	108	Completed (Q1 2003)	Add fuses, lightning arresters. Repair/replace hardware.
3476	SEW	Granville	1.50	546	364	Completed (Q2 2002)	No work required. Duration due to outage restorations during storm.
3592	SEW	Merrill Hills	2.80	558	199	Completed (Q4 2002)	Add fuses, lightning arresters, wildlife protection.
3643	SEW	Cornell	1.00	707	707	Completed (Q1 2003)	Repair/replace hardware.
3653	SEW	Cornell	3.00	97	32	Q2 2003	Add lightning arresters. Replair/replace hardware. Spot trim trees.
3656	SEW	Cornell	3.67	465	127	Completed (Q1 2003)	Repair/replace hardware.
4054	SEW	Elkhart Lake	6.53	977	150	2003	Trim trees entire feeder.
4474	SEW	Whitewater	2.04	112	55	Completed (2002)	Substation battery problem repaired.
4541	SEW	Ninety-Sixth Street	6.00	1,094	182	Completed (2002)	Rebuild lightning protection to current standard. Add wildlife protection. Repair/replace hardware. Extensive inspection and repair/replacement of UG equipment. Upgrade 2 recloser controls. Spot trim trees.
5142	SEW	Hayes	1.00	1,200	1,200	Completed	Large fire at the only customer on feeder caused long duration outage. No work required.
5487	SEW	Sussex	2.27	83	37	Completed (Q2 2002)	Add lightning arresters. Repair/replace hardware. Trim trees entire feeder.
5720	** Fox Valley	White Clay	Undefined - Zero direct customers			Q4 2003	Add lightning arresters. Partial rebuild of feeder planned.
5741	SEW	Random Lake	2.04	240	118	Completed (Q3 2002)	Outages caused by subsation failures which were repaired.
5751	SEW	Random Lake	5.00	391	78	Completed (Q1 2003)	Add lightning arresters. Repair/replace hardware.
5780	** Fox Valley	Lawn Road	Undefined - Zero direct customers			Completed (Q1 2003)	Add lightning arresters. Repair/replace hardware.
5840	** Fox Valley	Apple Hills	Undefined - Zero direct customers			Completed (Q4 2002)	Trim trees entire feeder.

We Energies Y2002 Worst Performing Circuits

Attachment B

Per PSC 113.0604 (2b) and (2c)

Circuit		Operating Area	Substation	SAIFI*	SAIDI*	CAIDI*	Completion Target Date	Corrective Action
6173		SEW	Forest Home	2.18	233	106	Completed (Q3 2002)	Repair/replace hardware.
7055		SEW	Waukesha	1.70	615	362	Completed (Q1 2003)	Add wildlife protection. Repair/replace hardware.
7159		SEW	Westown	2.92	292	100	Completed (Q1 2003)	Add lightning arresters. Repair/replace hardware.
7462		SEW	Cameron	1.35	1,144	846	Completed (Q2 2002)	Add fuses. Repair/replace hardware. Trim trees entire feeder.
8553		SEW	Saint Rita	2.57	194	76	Q2 2003	Add lightning arresters, wildlife protection. Repair/replace hardware. Trim trees entire feeder.
8662		SEW	Burleigh	2.45	774	316	Completed (Q1 2003)	Add lightning arresters. Repair/replace hardware. Spot trim trees.
8782		SEW	Ohio	2.01	633	315	Completed	Long outage duration due to dump truck taking wires down. Repaired. No further work required.
9161		SEW	Florida	2.31	127	55	Completed (Q4 2002)	Repair/replace hardware.
9395	**	SEW	Kenosha	1.35	80	59	Completed (Q1 2003)	Add lightning arresters, wildlife protection. Repair/replace hardware. Trim trees entire feeder.
9663		SEW	Cambridge	2.00	372	186	Completed	Two outages due to station cable failures, which were repaired.
9785		SEW	Barton	3.03	386	127	Completed (Q3 2002)	Trim trees entire feeder.
10651		SEW	Springfield	1.00	487	487	Completed	No work required. Only 1 outage, its duration was due to restoration during a storm.
11052		SEW	Orchard	3.61	335	93	Completed (Q1 2003)	Add lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
11664		SEW	Fiebrantz	2.01	86	43	Completed	No work required. Two outages: one due to crane contact, other due to car accident.
12462		SEW	Sunny Slope	3.49	681	195	Completed (Q1 2003)	Trim trees entire feeder.
13551		SEW	Dousman	5.15	697	135	Completed (Q1 2003)	Add fuses, lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
14663		SEW	O Connor	4.00	375	94	Completed (Q1 2003)	Add fuses, lightning arresters, wildlife protection. Repair/replace hardware.
14861		SEW	Richfield	2.44	216	88	2003	Trim trees entire feeder.
16151		SEW	Oak Park	1.03	534	520	Q2 2003	Add fuses, lightning arresters, wildlife protection. Repair/replaced hardware.
17751		SEW	Salem	2.63	253	96	Completed (Q2 2002)	Outages due to failed cable, which was replaced.
18652		SEW	Wirth Park	3.36	490	146	Q2 2003	Repair/replace hardware. Spot trim trees.
19083		SEW	Saint Lawrence	2.38	292	123	Completed (Q1 2003)	Spot trim trees.
20872		SEW	Northridge	2.30	374	162	Completed (Q2 2002)	Add fuses, lightning arresters, wildlife protection. Repair/replace hardware.
21482		SEW	Bradley	3.19	237	75	2003	Add fuses, lightning arresters, wildlife protection. Repair/Replace hardware. Trim trees entire feeder.
21861		SEW	Pewaukee	1.00	719	719	Completed	No work required. Only 1 outage, its duration was due to restoration during a storm.

We Energies Y2002 Worst Performing Circuits

Attachment B

Per PSC 113.0604 (2b) and (2c)

Circuit		Operating Area	Substation	SAIFI*	SAIDI*	CAIDI*	Completion Target Date	Corrective Action
22571		SEW	Erie	1.96	613	313	Completed (Q1 2003)	Trim trees entire feeder.
22572		SEW	Erie	2.44	217	89	Completed (Q1 2003)	Trim trees entire feeder.
24652		SEW	Elm Grove	1.19	593	497	Completed (Q3 2002)	Trim trees entire feeder.
26861		SEW	Sheldon	3.39	547	161	2003	Trim trees entire feeder.
27091		SEW	Stoney Brook	2.47	233	94	2003	Rebuild lightning protection to current standard.
27554		SEW	Carrollville	2.71	283	105	Completed (2002)	Repair/replace hardware. Spot trim trees.
27964		SEW	Gebhardt	2.03	649	319	Q2 2003	Add wildlife protection. Repair/replace hardware. Spot trim trees.
28662		SEW	Waldo	1.87	580	311	Completed (2002)	Spot trimmed trees
32362		SEW	Marcy	2.33	1,036	445	Completed (Q1 2003)	Repair/replace hardware. Spot trim trees.
33582		SEW	Butternut	3.21	445	138	Completed (Q1 2003)	Add fuses, lightning arresters. Repair/replace hardware. Spot trim trees.
33984	**	SEW	Spring Valley	0.95	63	66	2003	Review in progress
34372	**	SEW	Swan	1.40	138	99	Q2 2003	Add fuses, lightning arresters, wildlife protection.
35784		SEW	Somers	1.00	1,290	1,290	Completed	No work required. Single outage due to cable dig-in, which was repaired.
35873		SEW	Water	3.10	479	155	Q2 2003	Add fuses. Spot trim trees.
42193		SEW	Branch	2.18	192	88	Completed (Q1 2003)	Add lightning arresters, wildlife protection. Spot trim trees.
45552		SEW	West Junction	3.43	594	173	Q2 2003	Add wildlife protection. Spot trim trees
46173		SEW	Bark River	2.40	242	101	Completed (Q1 2003)	Reconfigured feeder in area of outages.
47784	**	SEW	Brookdale	1.00	154	154	Completed (Q4 2002)	Trim trees entire feeder.
48351		SEW	Shirley	3.04	293	96	Completed (Q4 2002)	Repair/replace hardware. Trim trees entire feeder.
51263		SEW	Norwich	2.83	206	73	2003	Add lightning arresters.
52662		SEW	Mallory	2.19	135	62	Completed (Q1 2003)	Add fuses, lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
62863		SEW	Shorewood	2.30	225	98	Completed (Q1 2003)	Add fuses, recloser, lightning arresters. Repair/replace hardware. Spot trim trees.
76352		SEW	Pike Lake	3.16	249	79	Completed (Q4 2002)	Outage causes reviewed and Feeder patrolled. No work required.
76362		SEW	Pike Lake	4.50	609	135	Completed (Q1 2003)	Add fuses. Repair/replace hardware. Spot trim trees.
77378		SEW	Mukwonago	5.26	579	110	Completed (Q1 2003)	Add fuses, lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.

We Energies Y2002 Worst Performing Circuits

Attachment B

Per PSC 113.0604 (2b) and (2c)

Circuit	Operating Area	Substation	SAIFI*	SAIDI*	CAIDI*	Completion Target Date	Corrective Action
77389	SEW	Mukwonago	2.04	673	331	Completed (Q4 2002)	Feeder split and shortened, protection reviewed.
79682 **	SEW	Cedarsauk	1.67	121	73	2003	Review in progress
82886	SEW	Cottonwood	0.63	694	1,101	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Repair/replace hardware.
ARA52	Iron Range	Aragon	2.25	463	206	Completed (Q1 2003)	Add fuses. Repair/replace hardware. Spot trim trees.
BLV1	Iron Range	Bluff View	2.12	1,135	535	Completed (Q1 2003)	Spot trim trees.
BLV4	Iron Range	Bluff View	2.91	1,130	389	Q2 2003	Repair/replace hardware. Spot trim trees.
CON2	Iron Range	Conover	1.98	1,595	806	Completed (Q1 2003)	Repair/replace hardware. Spot trim trees.
LOL1	Iron Range	Land O Lakes	1.84	1,267	690	Completed (Q1 2003)	Spot trim trees.
LOL3	Iron Range	Land O Lakes	2.16	751	348	Completed (Q1 2003)	Repair/replace hardware. Trim trees entire feeder.
OND2	Fox Valley	Oneida	4.16	756	182	Q2 2003	Add wildlife protection. Repair/replace hardware. Spot trim trees.
RDF3	Fox Valley	Readfield	2.04	197	97	Completed (Q1 2003)	Add wildlife protection. Repair/replace hardware. Spot trim trees.
RYL2	Fox Valley	Royalton	2.06	174	85	Completed (Q1 2003)	Add wildlife protection. Repair/replace hardware. Spot trim trees.
TWL1	Iron Range	Twin Lake	1.01	479	475	Completed (Q1 2003)	Trim trees entire feeder.
TWL3	Iron Range	Twin Lake	1.09	1,686	1,542	Completed (Q1 2003)	Repair/replace hardware. Spot trim trees.
WCL2	Fox Valley	White Clay	2.02	969	479	Completed (2002)	Add fuses, lightning arresters. Repair/replace hardware.
WST4	Fox Valley	Western Avenue	3.31	169	51	Completed (Q1 2003)	Add wildlife protection. Repair/replace hardware. Spot trim trees.
ZCH2	Fox Valley	Zachow	2.35	787	334	Completed (Q1 2003)	Add wildlife protection. Repair/replace hardware. Spot trim trees.

We Energies ANNUAL RELIABILITY REPORT-
PRIOR YEARS' ACCOMPLISHMENTS
PER PSC 113.0604 (2d)

PSC 113.0604 (2d): "A report on the accomplishment of the improvements proposed in prior reports for which completion has not been previously reported."

The attached report describes the accomplishment of the improvements/corrective actions that were performed on the circuits listed last year per PSC 113.0604 (2b) that were not previously reported as complete.

We Energies Y2001 Worst Performing Circuits - Update for Y2002

Per PSC 113.0604 (2d)

**Reliability Indices are based on filtered data from 10/00 through 9/01*

***Circuit included because it is a source for substations supplying lower voltage circuits.*

Circuit	Operating Area	Substation	SAIFI*	SAIDI*	CAIDI*	Completion Target Date	Accomplishments/Corrective Action
1146	SEW	BURLINGTON BULK SS	2.38	255	107	Completed	Reconfigure feeder, relocate reclosers, spot trim trees.
1673	SEW	RACINE SS	1.86	232	125	Completed (Q4 2002)	Add fuses, lightning arresters, wildlife protection. Spot trim trees.
3044	SEW	SAINT MARTINS BULK SS	3.01	132	44	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Trim trees on entire feeder.
3282	SEW	LINCOLN SS	2.57	220	85	Completed (Q1 2002)	Replace/straighten poles.
4541	SEW	NINETY-SIXTH STREET SS	2.02	295	146	Completed	Spot trim trees.
6574	SEW	SUGAR CREEK SS	1.59	397	250	Completed (Q2 2002)	Add fuses, lightning arresters. Repair/replace hardware. Spot trim trees.
7253	SEW	KANSAS SS	3.27	283	86	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Spot trim trees.
8053	SEW**	SAINT LAWRENCE SS	0.20	95	475	Completed (Q2 2002)	Add lightning arresters.
8061	SEW	SAINT LAWRENCE SS	2.27	199	88	Completed (Q2 2002)	Add lightning arresters.
8062	SEW	SAINT LAWRENCE SS	3.04	260	85	Completed (Q2 2002)	Replace/straighten poles. Add lightning arresters. Replace cable.
8161	SEW	HARTLAND SS	1.33	321	241	Completed (Q3 2002)	Entire feeder scheduled for tree trimming in 2002.
8565	SEW	SAINT RITA	3.36	334	100	Completed (Q3 2002)	Replace/straighten poles. Add lightning arresters, wildlife protection. Replace/repair hardware. Trim trees entire feeder.
8993	SEW	PARIS	1.80	395	220	Completed (Q3 2002)	Add lightning protection, wildlife protection and replace/repair hardware. Trim trees entire feeder.
9082	SEW	CONCORD	1.87	333	179	Completed (2002)	Add lightning arresters. Add distribution automation equipment.
9084	SEW	CONCORD	2.15	183	85	Completed (Q2 2002)	Add fuses, replace recloser.
9427	SEW	HAYMARKET SQUARE SS	2.50	308	123	Completed (Q3 2002)	Trim trees entire feeder.
11664	SEW	FIEBRANTZ SS	3.00	240	80	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
14652	SEW	O CONNOR SS	3.23	72	22	Completed (Q3 2002)	Trim trees entire feeder.
14663	SEW	O CONNOR SS	3.81	348	92	Completed (Q4 2002)	Add fuses, lightning arresters, wildlife protection. Repair/replace hardware. Trim trees entire feeder.
15761	SEW	HACKBARTH SS	1.14	204	180	Completed (Q2 2002)	Areas of feeder to be rebuilt.

We Energies Y2001 Worst Performing Circuits - Update for Y2002

Per PSC 113.0604 (2d)

Circuit	Operating Area	Substation	SAIFI*	SAIDI*	CAIDI*	Completion Target Date	Accomplishments/Corrective Action
17661	SEW	VIEWPORT SS	2.01	40	20	Completed (Q3 2002)	Add lightning arresters. Repair/replace hardware. Trim trees on entire feeder.
19561	SEW	GOODRICH SS	1.68	225	134	Completed (Q4 2002)	Repair/replace hardware. Trim trees entire feeders.
20161	SEW	PLAINFIELD SS	1.74	251	145	Completed	Replace/straighten poles. Add lightning arresters, wildlife protection. Replace/repair hardware. Trim trees entire feeder.
22774	SEW	MOORLAND	2.03	125	62	Completed (Q2 2002)	Add recloser.
33574	SEW	BUTTERNUT BULK SS	1.21	295	245	Completed (Q2 2002)	Add lightning arresters. Repair/replace hardware. Trim trees on entire feeder. Project planned to rebuild 6 miles of feeder in 2002.
33982	SEW	SPRING VALLEY	2.07	31	15	Completed (Q3 2002)	Add lightning arresters, wildlife protection. Trim trees on entire feeder.
40588	SEW	FREDONIA	1.39	237	171	Completed (Q2 2002)	Add wildlife protection and replace/repair hardware. Trim trees entire feeder.
42186	SEW	BRANCH	1.46	615	421	Completed (Q2 2002)	Add lightning arresters. Repair/replace hardware. Spot trim trees.
42191	SEW	BRANCH	3.63	87	24	Completed (Q2 2002)	Add fuses, lightning arresters, wildlife protection. Repair/replace hardware. Trim trees entire feeder.
45551	SEW	WEST JUNCTION 13.2 KV SS	2.31	164	71	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
45562	SEW	WEST JUNCTION 13.2 KV SS	1.10	251	228	Completed (Q2 2002)	Add fuses, lightning arresters, wildlife protection. Trim trees entire feeder.
48371	SEW	SHIRLEY SS	1.05	237	225	Completed (Q3 2002)	Replace/straighten poles. Add lightning arresters. Trim trees on entire feeder.
52663	SEW	MALLORY SS	3.08	185	60	Completed (Q2 2002)	Add lightning arresters. Repair/replace hardware. Trim trees on entire feeder.
76352	SEW	PIKE LAKE SS	0.41	280	683	Completed (Q2 2002)	Replace/straighten poles. Add fuses. Spot trim trees.
77874	SEW**	ROOT RIVER	0.61	62	102	Completed (Q2 2002)	Add lightning arresters. Spot trim trees.
ELL3	Fox Valley	ELLINGTON SS	2.44	334	137	Completed (Q1 2002)	Add fuses, lightning arresters. Repair/replace hardware. Spot trim trees.
RDF2	Fox Valley	READFIELD SS	1.40	205	146	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
RYL2	Fox Valley	ROYALTON SS	2.18	172	79	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
WCL2	Fox Valley	WHITE CLAY SS	2.03	147	72	Completed (Q2 2002)	Add lightning arresters, wildlife protection. Repair/replace hardware. Spot trim trees.
ZCH2	Fox Valley	ZACHOW SS	2.17	250	115	Completed (Q1 2002)	Add lightning arresters, wildlife protection. Repair/replace hardware. Trim trees entire feeder.

We Energies ANNUAL RELIABILITY REPORT-
NEW RELIABILITY PROGRAMS
PER PSC 113.0604 (2e)

PSC 113.0604 (2e): "A description of any new reliability or power quality programs and changes that are made to existing programs"

In addition to the program to address the worst performing circuits as described in PSC 113.0604 sections (2b) and (2c), the following reliability programs were undertaken in 2002:

- Circuits that were addressed as part of previous years' worst performing circuit programs, and did not improve to acceptable levels of performance were reexamined and will be addressed as part of the 2003 worst performing circuit program.
- Continued the process to address localized reliability problems based on customer input , resulted in approximately 100 field remediations.
- Continued efforts to assure that the distribution system is placed back into its normal operating configuration as soon as possible following switching due to construction, maintenance, or equipment failures.
- Developed enhanced feeder patrol guidelines and remediation options for identified equipment failure items.
- Used enhanced lightning protection techniques developed in 2000 and animal abatement measures developed in 2001, and applied them to susceptible feeders as part of the 2002 worst performing circuit program.
- Applied new cable testing methodologies to identify potential failures.
- Acted on the results of the recloser and breaker operations count program by performing analysis, patrols, and field remediation as appropriate to address to momentary interruptions.
- Continually improved new Outage Management System process to improve customer restoration.
- Developed in-house predictive reliability feeder modeling methods to quantify the effects of remediation practices.
- Reviewed past reliability programs to quantify their success.

STATUS OF We Energies' LONG RANGE DISTRIBUTION PLANS
PSC 113.0604(2f)

PSC 113.0604(2f): "A status report of any long range electric distribution plans."

4kV: Serves various areas throughout the service territory but is primarily located within the Milwaukee County and Appleton/Neenah areas. Plans for this system include eventual elimination through gradual conversion to 12kV, 13kV, and 25kV voltage levels. Periodic reviews of remaining facilities are made to determine the order of retirement and to schedule appropriate construction projects.

8kV: Serves residential and small commercial customers in the southeast Wisconsin area. Plans for this system include continued management of load growth through targeted conversion to the 25 kV voltage level. In general, no major expansion of the 8kV system is planned. A high level review of the 8kV system was completed in 2000. Priorities for targeted system renewal and conversion/retirement have been identified for the 2001-2020 time period.

12kV: The current and future voltage level for service to residential, commercial, and light industrial customers in the Fox Valley area. New capacity will be added as needed to provide for new load, retirement of aging facilities, and conversion of 4kV substations and feeders. Annual reviews of the capacity needs for this system are performed to schedule appropriate construction projects.

13kV: The current and future voltage level for service to residential, commercial, and light industrial customers in eastern Milwaukee County and the area in and around Iron Mountain, Michigan. A portion of this system operates as a subtransmission system. New capacity will be added as needed to provide for new load and conversion of 4kV substations and feeders. Annual reviews of the capacity needs for this system are performed to schedule appropriate construction projects.

25kV: The current and future voltage level for service to all classes of customers in the southeast Wisconsin and the Michigan service areas. New capacity will be added as needed to provide for new load, reduction of line exposure reliability concerns, and conversion of lower voltage substations and feeders. Annual reviews of the capacity needs for this system are performed to schedule appropriate construction projects.

26kV: This subtransmission system serves large commercial and industrial customers and lower voltage distribution substations in the Milwaukee and Racine/Kenosha areas. A high level plan for conversion from 26kV to 25kV was developed in 2000. Conversion projects will be scheduled as needed to provide 25kV availability for relief of 8kV substations and feeders.

35kV: This subtransmission system is the current and future voltage level serving large industrial customers and lower voltage distribution substations in the Fox Valley area. New capacity will be added as needed to provide for new load and retirement of aging facilities. Annual reviews of the capacity needs for this system are performed to schedule appropriate construction projects.

We Energies ROUTE MILES OF ELECTRIC DISTRIBUTION REBUILT DURING 2002
PSC 113.0604(3a)

PSC 113.0604(3a): "Route miles of electric distribution line reconstructed during the year. Separate totals for single-and three-phase circuits shall be provided."

	Miles of Line		
	Projects	Annual Orders*	Total
Single Phase	255	51	306
Three Phase	287	57	344
Total	542	108	650

* Data on miles of lines rebuilt is not available for work performed under annual orders. Number of man-hours and total costs expended on annual orders approximate spending on Projects. It is assumed that labor productivity is lower on annual orders due to increased travel time and increased equipment set up time. A significant portion of annual orders is for new services rather than line rebuild. An estimate for miles of line rebuilt on the annual orders is approximately 20% of the special project work.

We Energies DISTRIBUTION LINE IN SERVICE
PSC 113.0604(3b)

PSC 113.0604(3b): "Total route miles of electric distribution line in service at year's end, segregated by voltage level."

Total route miles:

Voltage Level	Miles
2.4kV	3
4 kV	986
6.9kV	95
8.3kV	12,679
12.4kV	4,057
13.2kV	1,401
13.8kV	597
24.9kV	7,429
26.4kV	484
34.5kV	437
Primary Voltage	28,168
Secondary Voltage	24,061
Grand Total	**52,229**

We Energies Monthly Performance Statistics for 2002

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Total CCC Inbound Calls*													
Offered	176,398	155,006	185,082	247,441	235,989	236,191	273,351	280,044	237,336	239,589	156,336	143,036	2,565,799
Abandoned	3,197	2,083	4,378	8,012	3,803	6,941	10,834	11,291	8,702	8,771	3,263	4,471	75,746
Handled	173,201	152,923	180,704	239,429	232,186	229,250	262,517	268,753	228,634	230,818	153,073	138,565	2,490,053
Average Wait (sec.) - All Calls	26	21	21	36	18	40	58	56	61	56	32	42	41
Average Wait (sec.) - Rep Calls	30	24	24	40	22	52	75	70	74	64	37	53	49
Number of Emergency Calls**	762	364	880	761	606	1,395	2,131	2,090	1,205	1,114	536	654	12,498
Average Wait (sec.) Emer. Calls	11	13	25	23	14	37	24	22	21	17	17	22	21

*Residential, Small Business, Large Business, Telecollections, Outage, Emergency, IVR
**Emergency, Fire/Police

Wisconsin Electric Power Company
WI Admin. Code PSC 113
New Service Installation Report - 2002
Electric Only

Attachment I
113.0604 (3)(d)
April 22, 2003

Year	Month	Number	Total Days	Average
2002	Jan	828	10,791	13.0
	Feb	595	6,876	11.6
	Mar	521	5,591	10.7
	Apr	720	8,072	11.2
	May	886	10,842	12.2
	Jun	817	9,850	12.1
	Jul	905	11,473	12.7
	Aug	959	12,161	12.7
	Sep	903	12,126	13.4
	Oct	1,099	14,935	13.6
	Nov	1,117	14,165	12.7
	Dec	912	13,398	14.7
Total		10,262	130,280	12.7

prepared by Mike Liberman

2002 Escalated PSC & Executive Complaints

	Billing/Metering					Credit/Collection					Field Operation				
	Elec Only	"WE" Gas Only	"WG" Gas Only	Combined	Total	Elec Only	"WE" Gas Only	"WG" Gas Only	Combined	Total	Elec Only	"WE" Gas Only	"WG" Gas Only	Combined	Total
January	14	5	6	16	41	6	1	4	10	21	1	1	3	0	5
February	13	3	6	7	29	4	3	7	17	31	1	1	1	0	3
March	9	0	10	12	31	10	3	7	30	50	0	0	1	0	1
April	28	6	9	19	62	42	0	14	318	374	0	0	1	0	1
May	8	3	3	10	24	15	2	5	145	167	0	0	2	0	2
June	12	1	3	7	23	20	2	4	156	182	3	1	1	0	5
July	9	2	2	19	32	14	0	4	133	151	3	0	1	0	4
August	16	1	3	16	36	28	1	2	215	246	1	0	1	0	2
September	13	0	2	17	32	19	3	9	246	277	2	0	2	0	4
October	7	2	2	22	33	25	3	10	235	273	2	1	0	0	3
November	8	1	3	11	23	9	1	3	37	50	2	0	1	0	3
December	8	1	6	13	28	3	0	2	15	20	0	0	1	0	1
TOTAL 2002	**145**	**25**	**55**	**169**	**394**	**195**	**19**	**71**	**1557**	**1842**	**15**	**4**	**15**	**0**	**34**

2002 Escalated PSC & Executive Complaints

	Outage/Power Quality					Safety					TOTALS				
	Elec Only	"WE" Gas Only	"WG" Gas Only	Combined	Total	Elec Only	"WE" Gas Only	"WG" Gas Only	Combined	Total	Elec Only	"WE" Gas Only	"WG" Gas Only	Combined	Total
January	0	0	0	0	0	0	0	0	0	0	21	7	13	26	67
February	0	0	0	0	0	0	0	0	0	0	18	7	14	24	63
March	1	0	0	0	1	0	0	0	0	0	20	3	18	42	83
April	0	0	0	0	0	1	0	0	0	1	71	6	24	337	438
May	2	0	0	0	2	0	0	0	0	0	25	5	10	155	195
June	3	0	0	0	3	1	0	0	0	1	39	4	8	163	214
July	4	0	0	0	4	0	0	0	0	0	30	2	7	152	191
August	6	0	0	0	6	0	0	0	0	0	51	2	6	231	290
September	6	0	0	0	6	0	0	0	0	0	40	3	13	263	319
October	0	0	0	0	0	0	0	0	0	0	34	6	12	257	309
November	0	0	0	0	0	0	0	0	0	0	19	2	7	48	76
December	1	0	0	0	1	0	0	0	0	0	12	1	9	28	50
TOTAL 2002	**23**	**0**	**0**	**0**	**23**	**2**	**0**	**0**	**0**	**2**	**380**	**48**	**141**	**1726**	**2295**

Attachment K

We Energies OSHA Data
113.0612

	OSHA Incident Rate	Lost Time Case Rate
2002 WEPCO	3.6	0.7
3 Year Avg.	4.9	0.9
2002 WGC	9.8	3.2
3 Year Avg.	7.0	2.2

We Energies
Gas System Service Quality Reporting
As Required By Order Point 14 in Docket 9401-YO-100 and 9402-YO-101
Calendar 2002

Item	Description	Gas Utility Wisconsin Gas	Gas Utility Wisconsin Electric- Gas Operations
1	Summary of Interruptions/Failures.	See 134.18 Report Filed March 19, 2003	See 134.18 Report Filed March 19, 2003
2	Third Party Damages.	545	420
3	Copper Riser Replacement Program	No Program	1097
4	Number of Corrosion Leaks on Main Repaired.	26	11
5	Total Miles of Distribution Line in service at year's end.	10,059	8,408
6	Monthly ASA data (incorporated with electric data).	See Electric Data-Attachment H	See Electric Data-Attachment H
7	Percent of New Service Installs Meeting Requested In-Service Date.	98.5%	98.5%
8	Escalated Complaint Summaries (incorporated with electric data).	See Electric Data-Attachment J	See Electric Data-Attachment J
9	O&M Actual Costs per Mile of Main (see attached sheet).	$ 7,809.46	$ 8,188.00
10	Meet Federal DOT leak survey and corrosion control requirements.	No serious or repeated violations in 2002.	No serious or repeated violations in 2002.
11	Customer Satisfaction Surveys, pending resolution of differences.	Attachment L	Attachment L
12	Copy of OSHA Safety Performance Annual Report	See Electric Data Attachment K	See Electric Data Attachment K

2002 PSCW measure	WG	WEGO	TOTAL
O&M per page G-3	413,372,427	314,470,806	727,843,233
Cost of Gas	334,820,542	241,816,152	576,636,694
Net O&M	78,551,885	72,654,654	151,206,539
Footage of main G-20	53,109,169	44,395,797	97,504,966
Miles of Main	10,058.55	8,408.29	18,466.85
O&M per Mile of Main	7,809.46	8,640.83	8,188.00

WGC previously reported O&M/customer as a PARM measure, but the current request is O&M/mile of main. This schedule was prepared using the total O&M less cost of gas divided by mile of main.

WE ENERGIES
CUSTOMER SATISFACTION MEASUREMENT
Gas Only

Introduction

The following is a brief description of the methodology being used by We Energies to measure customer satisfaction with the natural gas service they provide. It is intended to help explain how the results of the surveys conducted in 2002 were obtained. Residential and business customers were surveyed throughout the year. Results were reported quarterly and then rolled into final scores at the end of the year. These yearend measures of satisfaction with the quality of the service provided are collected on the attribute categories and sub-attributes listed in the following table.

Methodology

Surveys were created using a process in which the major attributes and related sub-attributes of gas service were determined through customer focus groups. Ratings are collected for each sub-attribute and an overall attribute rating is given at the end of the section. The final rating on the survey is the overall satisfaction rating. This design was selected for two reasons. First, the survey respondent is taken through the process in a logical fashion. Second, the design allows the straight-forward analysis of the data collected. The ratings on the surveys are on a 1 to 10 scale with 1 being lowest and 10 being highest. Mean scores are computed and are reported on a 10 to 100 scale.

Samples of customers are randomly chosen from the customer information system. Additionally, business customers are stratified by the level of consumption. A total of 300 WE residential and 150 business customers are surveyed each quarter. The samples are provided to an independent contractor who conducts the surveys by phone. Surveying is conducted throughout the year and the results are provided to We Energies at the end of each quarter. Processing, analysis, and reporting of the data is done internally and results are provided to the appropriate managers throughout the company who then use the results to monitor customer perceptions and to help guide them in making changes and/or improvements to the services they provide.

The Annual Cycle

Focus groups of customers are done periodically to monitor any changes occurring in their perceptions of the service that their gas utility should be providing to them. The research is conducted in April to allow the incorporation of the results into the third quarter surveying. Third quarter surveying serves the dual purposes of providing the current year results as well as the baseline (with any changes) for the following year planning activities utilizing customer satisfaction scores. Final annual scores are reported in January.

5/1/03

2002 CUSTOMER SATISFACTION SCORES

GAS ONLY

CONSUMER

ATTRIBUTES	SCORES
Being easy to do business with	79
Being professional	82
Being easy to reach	76
Being responsive to you	78
Providing accurate meter reading	77
Their concern and caring	75
Understand your needs	76
Being knowledgeable	80
Communicating with customers	77
OVERALL CUSTOMER SERVICE	80
Reliable	91
Safe	92
Provide a continuous gas supply	92
Efficient ways of delivery	89
OVERALL PRODUCT QUALITY	90
Providing a format that is easy to read	79
Being easy to understand	79
Providing no surprises	77
Providing payment options	83
The accuracy of it	80
The ease of determining the exact amount	81
OVERALL BILLING	78
Overall satisfaction with product and service quality	80

BUSINESS

ATTRIBUTES	SCORES
Being easy to do business with	81
Being easy to reach when you need them	76
Being responsive to you	82
Providing accurate information	83
Their courtesy	85
Understanding you business needs	79
Keeping you informed on any work being done for you	79
OVERALL CUSTOMER SERVICE	81
Safe	92
Constant uninterrupted pressure	90
Efficient delivery	89
OVERALL PRODUCT QUALITY	90
Providing a format that is easy to read	82
Being easy to understand	80
Providing no surprises	81
The accuracy of it	84
The ease of determining the exact amount	83
Providing sufficient time to pay the bill after its delivery	82
Providing a consolidated bill, if needed	81
OVERALL BILLING	81
Overall satisfaction with product and service quality	81

WEPCO and WGC Transactions under Agreement in 05-AG-100

Transaction Type	Start Date	End Date	Capacity DTH/day	Pipeline	Demand Rate	Releasing Entity	Release Acquirer
Capacity Release	12/7/2002	10/31/2003	46,600	Guardian	$4.2888	Wisconsin Gas	Wisconsin Electric